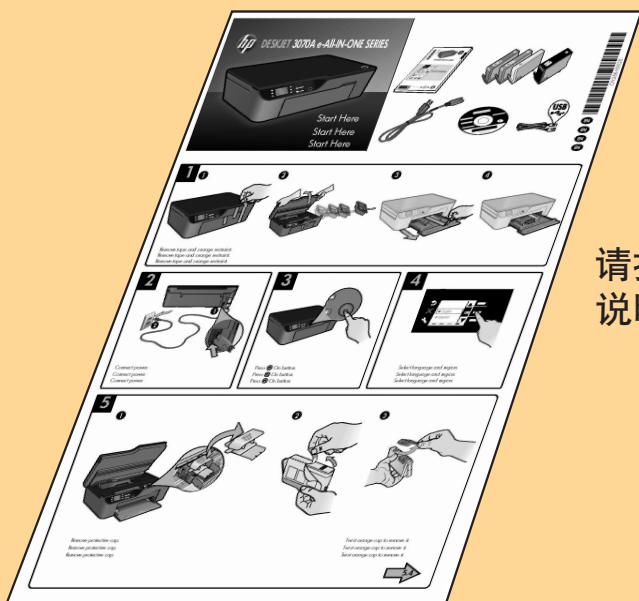




CQ191-90051



# HP DESKJET 3070A e-ALL-IN-ONE SERIES



请按照《安装手册》中的安装说明开始安装。

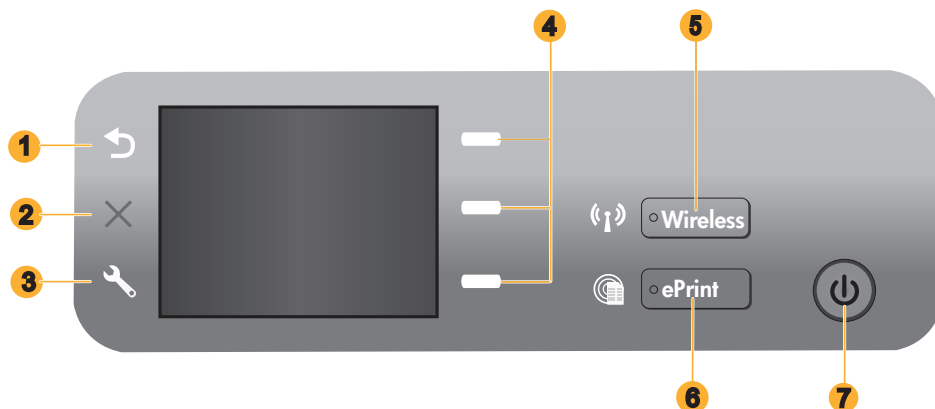


青色、品红色、黄色和黑色滑动条：

862

[www.hp.com/support](http://www.hp.com/support)





1	后退：返回到上一个屏幕。
2	取消：停止目前的操作，还原默认设置。
3	设置：打开设置菜单，可用于检查估计的墨水量、更改“自动关机”设置、执行维护任务以及设置语言和区域。
4	选择按钮：使用这些按钮可在打印机显示屏上选择菜单项。
5	“无线状态”指示灯亮起设置无线连接。如果指示灯闪烁，那么表明已经开启无线模式，但是打印机未连接到网络。按下按钮将打开无线菜单。使用无线菜单可打印网络配置和测试页、查看无线信号强度、建立 Wi-Fi 保护设置 (WPS) 连接等等。
6	ePrint 指示灯和按钮白色指示灯表明 ePrint 已连接。ePrint 使您能够通过电子邮件地址向打印机发送图像或文档。
7	开/关机按钮

## ePrint

ePrint 是一款免费的 HP 服务，通过将电子邮件发送到打印机的电子邮件地址，提供了一种安全简便的打印方式。只要您能够发送电子邮件，您就能使用 ePrint!

- 要使用 ePrint，打印机必须通过有线或无线网络连接到互联网。
- 如果您在首次安装打印机软件时未启用 ePrint，请按下控制面板上的 ePrint 按钮启用 ePrint，然后遵循打印机显示屏上的说明执行操作。
- 若您要启用 ePrint，您需要同意 Web 服务的相关使用条款。请参阅打印机包装箱中所附的文档“TERMS AND CONDITIONS for HP ePRINT, Print apps and ePrintCenter for HP web-connected printers”，下列网址也提供了该文档：[www.hp.com/go/ePrintCenter](http://www.hp.com/go/ePrintCenter)。
- 如果已启用 ePrint，按下控制面板上的 ePrint 按钮可查看打印机电子邮件地址和 ePrint 状态，以及检查和管理产品更新等等。
- 请访问 [www.hp.com/go/ePrintCenter](http://www.hp.com/go/ePrintCenter) 了解 ePrint 的更多相关信息并注册打印机。

## 要了解无线打印

关于无线打印的最新最完整信息，请访问 [www.hp.com/go/wirelessprinting](http://www.hp.com/go/wirelessprinting)。

## 自动无线连接（适用于以无线模式连接到网络的计算机）

**自动无线连接**将使用无线网络设置自动对打印机进行配置。遵循安装说明页和打印机显示屏以安装打印机硬件，然后插入打印机软件 CD。软件将引导您完成软件安装的过程。如果**自动无线连接**方法不适用于您的配置或操作系统，软件将引导您完成另一个无线安装方法。关于无线安装的更多相关信息，请访问 [www.hp.com/go/wirelessprinting](http://www.hp.com/go/wirelessprinting)。

## 将 USB 连接更改为无线连接

如果在最初安装 HP Deskjet 时使用了 USB 连接，则以后可以更改为无线网络连接。

### Windows

1. 从计算机的“开始”菜单，选择**所有程序或程序**，然后选择 **HP**。
2. 点击 **HP Deskjet 3070A series**。
3. 选择**打印机安装和软件选择**。
4. 选择将 **USB 连接的打印机转换为无线模式**。按照屏幕上的说明执行操作。

### Mac

使用“应用程序/Hewlett-Packard/设备实用程序”中的 **HP 设置助手**将此打印机的软件连接更改为无线。

## 连接到网络上的其他计算机

您可以与也连接到您所用主网络的其他计算机共享 HP Deskjet。如果 HP Deskjet 已经连接到主网络并安装在网络计算机上，则其他的每台计算机上只需安装 HP Deskjet 软件即可共享打印机。软件安装期间，该软件会从网络上自动搜索 HP Deskjet。因为 HP Deskjet 已经连接到网络，所以，在其他计算机上安装 HP Deskjet 软件时，无需再次配置该打印机。

# 查找更多信息

有关安装信息，请参阅安装海报。可从电子版帮助和自述文件中找到所有其他产品信息。在打印机软件安装期间将自动安装电子版帮助。电子版帮助包括关于产品功能和故障排除的说明。另外还提供有关产品规格、法律声明、环境、管制和支持的信息。自述文件包含 HP 支持联系信息、操作系统要求和产品信息的最新更新。如果计算机没有 CD/DVD 驱动器，请转至 [www.hp.com/support](http://www.hp.com/support) 下载并安装打印机软件。

简体中文



要查看“欧盟管制通告”声明和符合性信息，请转至屏幕上的“帮助”，然后单击附录 > 技术信息 > 管制通告 > 欧盟管制通告，或单击技术信息 > 管制通告 > 欧盟管制通告。本产品的“符合性声明”位于以下网址：[www.hp.eu/certificates](http://www.hp.eu/certificates)。

## 安装电子版帮助

要安装电子版帮助，请在计算机中插入软件 CD，然后按照屏幕上的说明进行操作。

如果通过网络下载方式安装此软件，则电子版帮助已随软件一起安装。

### Windows

#### 查找电子版帮助

软件安装后，单击开始 > 所有程序 > HP > HP Deskjet 3070A series > 帮助。

#### 查找自述文件

放入软件光盘。找到软件 CD 中的 ReadMe.chm。单击打开 ReadMe.chm，然后选择您所用语言的自述文件。

### Mac

#### 查找电子版帮助

从帮助菜单中选择 Mac 帮助。在帮助查看器中单击并按住“主页”按钮，然后选择适用于您产品的帮助。

#### 查找自述文件

插入软件 CD，然后双击软件 CD 顶层目录中的“Read Me”文件夹。

## 注册您的 HP Deskjet

通过在 [www.register.hp.com](http://www.register.hp.com) 注册，获得更快的服务和支 持通知。

# 墨水的使用

**注意：**墨盒中的墨水以多种不同方式用于打印过程，这些使用方式包括让设备和墨盒准备就绪的初始化过程，还包括确保打印喷头清洁和墨水顺利流动的打印头维护过程。此外，当墨盒用完后，墨盒中还会残留一些墨水。有关详细信息，请访问 [www.hp.com/go/inkusage](http://www.hp.com/go/inkusage)。

# 电源规格：

CQ191-60017

输入电压：100-240Vac (+/- 10%)

输入频率：50/60 Hz (+/- 3Hz)

注：仅使用 HP 提供的电源线。

CQ191-60018

输入电压：200-240Vac (+/- 10%)

输入频率：50/60 Hz (+/- 3Hz)

# 基本的故障排除

## Windows

如果您无法打印测试页，则：

1. 如果打印机使用 USB 电缆直接连接到计算机上，请确保电缆连接牢固。
2. 确保打印机电源接通。  
Ⓞ [开/关机按钮]将变为绿色。

确保将打印机设置为您的默认打印设备：

1. **Windows 7**：从 Windows 的开始菜单中，单击设备和打印机。
2. **Windows Vista®**：在 Windows 的任务栏上依次单击开始、控制面板和打印机。
3. **Windows XP®**：在 Windows 任务栏上，依次单击开始、控制面板、打印机和传真。

确保勾选了打印机旁边的圆圈。如果您的打印机没有被选定为默认打印机，请右键单击打印机图标，然后从菜单中选择设为默认打印机。

如果打印机使用 USB 电缆直接连接到计算机上，但您仍然不能打印或者 Windows 软件安装失败，则如下操作：

1. 从计算机的 CD/DVD 驱动器中取出 CD，然后断开 USB 电缆与计算机间的连接。
2. 重新启动计算机。
3. 将打印机软件 CD 放入计算机的 CD-ROM 驱动器。
4. 按照屏幕上的说明安装打印机软件。请勿在没有提示的情况下连接 USB 连接线。
5. 安装完毕之后重新启动计算机。

Windows XP 和 Windows Vista 是 Microsoft Corporation 在美国的注册商标。Windows 7 是 Microsoft Corporation 在美国和/或其他国家/地区的注册商标或商标。

## Mac

如果您无法打印测试页，则：

1. 如果打印机使用 USB 电缆连接到计算机上，请确保电缆连接牢固。
2. 确保打印机电源接通。  
Ⓞ [开/关机按钮]将变为绿色。

检查打印队列：

1. 在系统首选项中，点按打印&传真。
2. 单击打开打印队列按钮。
3. 单击打印作业将其选取。
4. 使用下列按钮来管理打印作业：
  - 删除：取消选取的打印作业。
  - 启动/重新开始：继续执行暂停的打印作业。
5. 进行了任何更改后，再次尝试打印。

重新启动：

1. 重新启动计算机。
2. 重置打印机。
3. 关闭打印机，拔下电源线。
4. 等待大约 30 秒钟，然后再插上电源线。打开打印机。

如果您仍无法打印，请卸载并重新安装软件：

注：卸载程序会删除所有特定用于该设备的 HP 软件组件。但卸载程序不会删除与其他产品或程序共享的组件。

卸载软件的方法：

1. 断开 HP 产品与计算机的连接。
2. 打开 Applications: Hewlett-Packard 文件夹。
3. 双击 **HP Uninstaller**。按照屏幕上的说明执行操作。

安装软件的方法：

1. 连接 USB 连接线。
2. 将 HP 软件 CD 插入计算机的 CD 驱动器中。
3. 在桌面上，打开 CD，然后双击 **HP Installer**。
4. 按照屏幕上和 HP 产品随附打印的安装说明进行操作。

# 无线网络安装疑难排解

## 软件安装期间无法找到产品

如果 HP 软件在软件安装期间无法在无线网络上找到打印机，请访问位于 [www.hp.com/go/wirelessprinting](http://www.hp.com/go/wirelessprinting) 的 HP 无线打印中心以获取故障诊断帮助。无线打印中心提供了网络诊断实用程序（仅针对 Windows），可帮助诊断和解决无线打印问题。也可尝试以下故障诊断步骤。

### 无线连接

**1:** 按“无线”按钮来确定产品是否已连接到网络。如果打印机很长时间处于空闲状态，则可能需要按两次无线按钮才能显示无线菜单。

如果打印机已连接到网络，则将在其显示屏上看到 IP 地址（例如，192.168.0.3）。如果打印机尚未连接到网络，则将在其显示屏上看到**未连接**信息。从打印机显示屏上，选择**打印报告**，然后选择**无线测试或配置**以打印报告。无线网络测试报告将显示无线网络、无线信号强度、已检测到的网络等等的状态诊断结果。网络配置页将显示网络状态、主机名、网络名等等。

**2:** 如果您在步骤 1 中已确定产品尚未连接到网络并且是第一次安装该产品，则需要软件安装期间按照屏幕上的说明操作，以将产品连接到网络。

如果设备无法连接到网络，请检查是否存在以下常见的问题：

- 您可能选择了错误的网络或没有正确键入网络名称 (SSID)。请检查以确保输入了与所用计算机相同的 SSID。
- 您可能没有正确键入无线密码 (WPA 密码短语或 WEP 密钥)（如果使用加密的话）。  
注意：如果在安装期间没有自动找到网络名称或无线密码，且您不知道这些信息，则可以从 [www.hp.com/go/networksetup](http://www.hp.com/go/networksetup) 网站下载一个应用程序，帮助您查找这些信息。此应用程序仅适用于 Windows Internet Explorer，且只有英文版本。
- 路由器可能存在问题。关闭并再次打开产品和路由器的电源，以尝试重新启动它们。

# 无线网络安装疑难排解

## 3: 检查下列各种可能的情况并采取相应的解决措施:

- **您的计算机可能没有连接到网络。** 确保将计算机与 HP Deskjet 连接到同一网络。例如，如果是无线连接，则计算机可能已错误地连接到相邻网络中。
- **您的计算机可能已连接到虚拟专用网络 (VPN)。** 在继续安装前临时禁用 VPN。连接到 VPN 如同位于其他网络；您需要断开与 VPN 的连接才能访问主网络上的产品。
- **安全软件可能导致了问题。** 安装在您计算机上的安全软件旨在保护计算机免受来自主网络外部的攻击。一套安全软件可能包含不同类型的软件，比如防病毒、防间谍软件、防火墙和儿童保护应用程序。防火墙可以阻止连接到主网络上的设备之间的通信，当使用类似于网络打印机和扫描仪等设备时，这可能导致问题。一个快速排除故障的方法是，禁用防火墙，然后检查问题是否消失。  
您可能遇到的问题包括：
  - 安装打印机软件时无法在网络上找到打印机。
  - 突然无法打印到打印机，即使前一天还可以打印。
  - 打印机的**打印机和传真**文件夹中显示“脱机”。
  - 即使打印机已连接到网络，软件仍显示打印机处于“断开连接”状态。
  - 如果有一体机，一些功能可正常运行（如打印），另一些功能不能正常运行（如扫描）。
- 有些情况下通过关闭电源然后再将其打开，可以修复网络通信故障。关闭路由器、产品和计算机，然后再按此顺序将其一一打开：首先是路由器，然后是产品，最后是计算机。

如果无线打印问题仍然存在，请访问位于 [www.hp.com/go/wirelessprinting](http://www.hp.com/go/wirelessprinting) 的无线打印中心。无线打印中心提供了网络诊断实用程序（仅针对 Windows），可帮助诊断和解决无线打印问题。

## 安全性软件的使用技巧:

- **如果防火墙具有称为信任区域的设置**，则在计算机连接到主网络时使用该设置。
- **保持防火墙经常更新。** 许多安全软件供应商提供用于更正已知问题的更新程序。
- **如果防火墙设置为不显示警报消息**，则禁用这种设置。这样，当安装 HP 软件和使用 HP 打印机时，就可以看到防火墙软件发出的警报消息。您应该允许使用导致警报的任何 HP 软件。警报消息可能提供**允许、放行或阻止**。而且，如果警报具有**记住此操作**或**为此创建规则**选项，请确保选择该选项。防火墙通过这样的方式就能了解在主网络中可以信任什么内容。

# HP 打印机有限保修声明

HP 产品	有限保修期限
软件媒体	90 天
打印机	1 年
打印或墨盒	直到 HP 墨水用完，或到达印在墨盒上的“保修结束”日期，视何者为先。本保修不涵盖重新灌注、再加工、整修、误用，或被擅改的 HP 墨水产品。
打印头（仅适用于其打印头可供客户更换的产品）	1 年
附件	90 天

## A. 有限保修的范围

- 惠普 (HP) 向最终用户保证，在上述指定的保修期内，上述指定的 HP 产品自购买之日起无材料及工艺上的缺陷。
- 对于软件产品，HP 的有限保修仅适用于无法执行编程指令的故障。HP 不保证产品工作时不会中断或无错误。
- HP 的有限保修仅限于由正常使用产品而产生的缺陷，不适用于任何其他问题，包括因以下原因而产生的问题：
  - 不正确的维护或调整；
  - 使用非 HP 提供或支持的软件、介质、部件或耗材；
  - 在产品技术规格以外的条件下操作；
  - 未经授权的调整或误用。
- 对于 HP 打印机产品，使用非 HP 墨盒或重新灌注的墨盒既不影响对客户的保修也不影响与客户签订的任何 HP 支持合同。但是，如果打印机由于使用非 HP 墨盒或重新灌注的墨盒或过期的墨盒而发生故障或损坏，HP 在维修打印机时将根据具体故障或损坏，收取标准工时费和材料费。
- 如果 HP 在适用的保修期内收到符合 HP 保修条件的任何产品的缺陷的通知，HP 将自行决定对有缺陷的产品进行维修或更换。
- 如果 HP 无法适时维修或更换符合 HP 保修条件的有缺陷产品，HP 将在接到缺陷通知后的合理时间内，退回该产品的全额货款。
- 在客户将有缺陷的产品退回 HP 之前，HP 不承担维修、更换或退货的义务。
- 更换的产品可能为全新产品或相当于全新产品，前提是它的功能至少与被更换的产品相当。
- HP 产品可能包含性能等同于新部件的再加工部件、组件或材料。
- HP 的有限保修在任何销售保修范围内的 HP 产品的国家或地区均有效。可与授权的 HP 服务机构签订其他保修服务（如现场服务）合同，这些机构分布在由 HP 或授权进口商销售 HP 产品的国家/地区。

## B. 有限保修

在当地法律允许范围内，HP 及其第三方供应商，对有关 HP 的产品，无论是以明示或默示的形式，均没有任何其他保修或条件并特别声明没有任何用于特定目的适销性、质量满意度以及适用性的默示保修或条件。

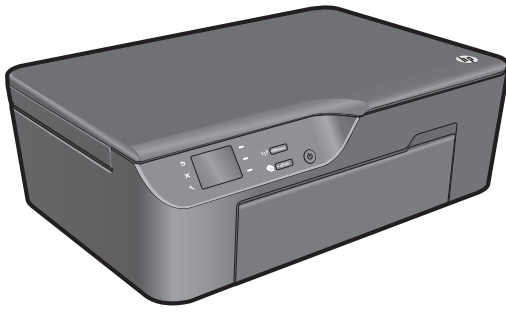
## C. 责任限制

- 在当地法规允许的范围内，本保修声明中提供的补偿是对用户的唯一补偿。
- 在当地法规允许的范围内，除了本保修声明中特别规定的责任外，在任何情况下，无论是根据合同、民事侵权行为或其他法律准则，无论是否告知产生此类损失的可能性，HP 或其第三方供应商对直接、特殊、偶发、继发的损失概不承担责任。

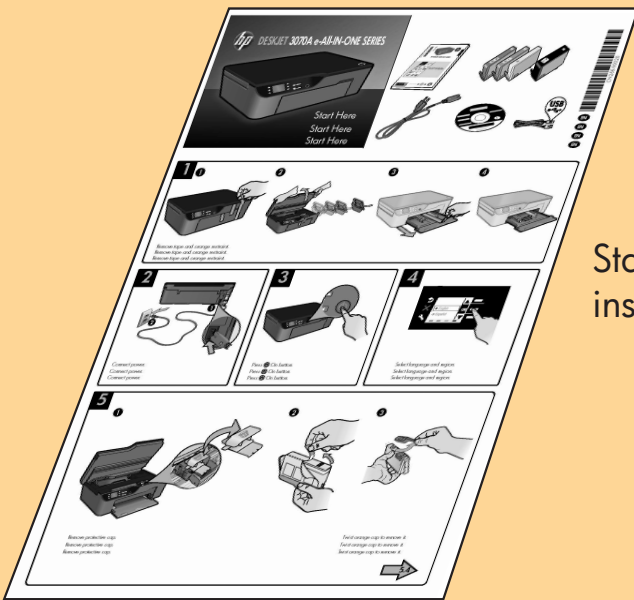
## D. 当地法律

- 此保修声明赋予用户特定的法律权利。用户还可能拥有其他权利，具体情况视州（美国）、省（加拿大）及国家/地区（世界其他地方）而异。
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  - 排除本保修声明中的责任免除和限制条款对用户法定权利的限制（例如英国）；
  - 限制制造商实施这种责任免除或限制的能力；或者
  - 赋予客户附加的保修权利，指定默示保修的期限（对这种默示保修制造商不得拒绝），或者不允许制造商对默示保修的期限加以限制。
- 除非另有法律许可，本声明中的保修条款不得排除、限制或修改适用于此产品销售的强制性法律权利，而是对该权利的补充。





# HP DESKJET 3070A e-ALL-IN-ONE SERIES



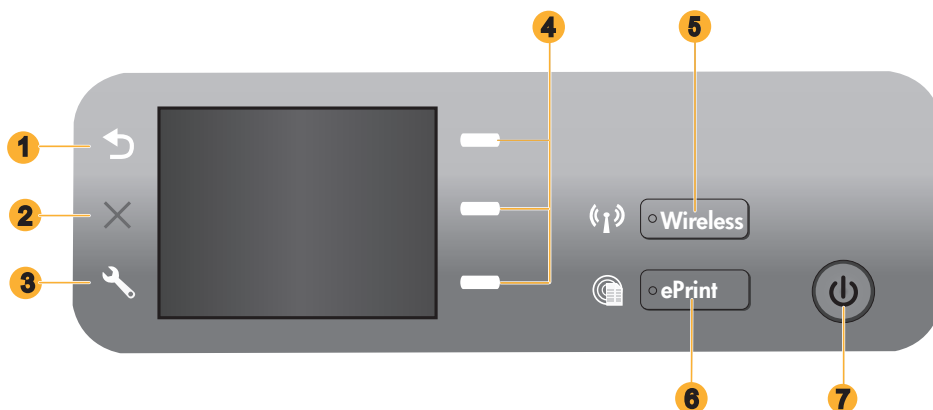
Start by following the setup instructions in the **setup poster**.

Cyan, Magenta, Yellow, and Black Cartridges

862

[www.hp.com/support](http://www.hp.com/support)





1	<b>Back:</b> Returns to the previous screen.
2	<b>Cancel:</b> Stops the current operation, restores default settings.
3	<b>Setup:</b> Opens the <b>Setup</b> menu where you can check estimated ink levels, change Auto Power-Off setting, perform maintenance tasks, and set language and region settings.
4	<b>Selection buttons:</b> Use buttons to select menu items on the printer display.
5	<b>Wireless</b> status light and button: Blue light indicates wireless connection. Blinking light indicates that wireless is on, but the printer is not connected to a network. Pressing button opens wireless menu. Use the wireless menu to print network configuration and test pages, view wireless signal strength, establish a Wi-Fi Protected Setup (WPS) connection, and more.
6	<b>ePrint</b> light and button: White light indicates ePrint is connected. ePrint allows you to send images or documents through an email address to the printer.
7	On button

## ePrint

ePrint is a free HP service that provides a safe and easy way to print by sending an email to your printer's email address. If you can send an email, you can use ePrint!

- **To use ePrint your printer must be connected to the internet on a wired or wireless network.**
- If you did not enable ePrint when you first installed your printer software, press the **ePrint** button on the control panel to enable ePrint, and then follow the instructions on the printer display.
- When you enable ePrint you will need to agree to the terms of use for web services. See the document "TERMS AND CONDITIONS for HP ePRINT, Print apps and ePrintCenter for HP web-connected printers" included in the printer box and on the web at [www.hp.com/go/ePrintCenter](http://www.hp.com/go/ePrintCenter).
- If you have enabled ePrint, press the **ePrint** button on the control panel to view your printer email address, ePrint status, check and manage product updates, and more.
- Go to [www.hp.com/go/ePrintCenter](http://www.hp.com/go/ePrintCenter) to learn more about ePrint and register your printer.

## Learn about wireless printing

For the most complete, up-to-date information about wireless printing, go to [www.hp.com/go/wirelessprinting](http://www.hp.com/go/wirelessprinting).

## Auto Wireless Connect (for computers connected wirelessly to a network)

**Auto Wireless Connect** will automatically configure the printer with your wireless network settings. Follow the setup poster and the printer display to set up the printer hardware, and then insert the printer software CD. The software will guide you through the software installation. If the **Auto Wireless Connect** method does not apply for your configuration or operating system, the software will guide you through another wireless installation method. For more wireless installation information, go to [www.hp.com/go/wirelessprinting](http://www.hp.com/go/wirelessprinting).

## Change from a USB connection to a wireless connection

If you first install the HP Deskjet with a USB connection, you can later change it to a wireless network connection.

### Windows

1. From the computer's start menu, select **All Programs** or **Programs**, and then select **HP**.
2. Select **HP Deskjet 3070A series**.
3. Select **Printer Setup & Software Selection**.
4. Select **Convert a USB connected printer to wireless**. Follow the onscreen instructions.

### Mac

Use **HP Setup Assistant** in Applications/Hewlett-Packard/Device Utilities to change the software connection to wireless for this printer.

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## Connect to additional computers on a network

You can share the HP Deskjet with other computers which are also connected to your home network. If the HP Deskjet is already connected to your home network and installed on a network computer, for each additional computer you only need to install the HP Deskjet software. During the software installation, the software will automatically discover the HP Deskjet over the network. Since the HP Deskjet is already connected to your network, you do not need to configure it again when installing the HP Deskjet software on additional computers.

# Find more information

For setup information, see the setup poster. All other product information can be found in the electronic Help and Readme. The electronic Help is automatically installed during printer software installation. Electronic Help includes instructions on product features and troubleshooting. It also provides product specifications, legal notices, environmental, regulatory, and support information. The Readme file contains HP support contact information, operating system requirements, and the most recent updates to your product information. For computers without a CD/DVD drive, please go to [www.hp.com/support](http://www.hp.com/support) to download and install the printer software.



To find the European Union Regulatory Notice statement and compliance information, go to the electronic Help, click **Appendix > Technical information > Regulatory notices > European Union Regulatory Notice** or click **Technical information > Regulatory notices > European Union Regulatory Notice**. The Declaration of Conformity for this product is available at the following web address:  
[www.hp.eu/certificates](http://www.hp.eu/certificates).

## Install electronic Help

To install the electronic Help, insert the software CD in your computer and follow the onscreen instructions. If you have installed the software as a web download, the electronic Help is already installed along with the software.

### Windows

#### Find electronic Help

After software installation, click **Start > All Programs > HP > HP Deskjet 3070A series > Help**.

#### Find Readme

Insert software CD. On software CD locate ReadMe.chm. Click ReadMe.chm to open and then select ReadMe in your language.

### Mac

#### Find electronic Help

From **Help**, choose **Mac Help**. In the **Help Viewer**, click and hold the Home button, and then choose the Help for your device.

#### Find Readme

Insert the software CD, and then double-click the Read Me folder located at the top-level of the software CD.

## Register your HP Deskjet

Get quicker service and support alerts by registering at [www.register.hp.com](http://www.register.hp.com).

## Ink usage

**Note:** Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the device and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used. For more information see [www.hp.com/go/inkusage](http://www.hp.com/go/inkusage).

## Power specifications:

CQ191-60017

**Input voltage:** 100-240Vac (+/- 10%)

**Input frequency:** 50/60Hz (+/- 3Hz)

**Note:** Use only with the power cord supplied by HP.


CQ191-60018

**Input voltage:** 200-240Vac (+/- 10%)

**Input frequency:** 50/60Hz (+/- 3Hz)

## Windows

### If you are unable to print a test page:

1. If your printer is connected directly to your computer with a USB cable, make sure the cable connections are secure.
2. Make sure the printer is powered on. The  [On button] will be lit green.

### Make sure the printer is set as your default printing device:

1. **Windows 7®:** From the Windows **Start** menu, click **Devices and Printers**.
2. **Windows Vista®:** On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printer**.
3. **Windows XP®:** On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.

Make sure that your printer has a check mark in the circle next to it. If your printer is not selected as the default printer, right-click the printer icon and choose **Set as Default Printer** from the menu.


### If your printer is connected directly to your computer with a USB cable and the Windows software installation fails:

1. Remove the CD from the computer's CD/DVD drive, and then disconnect the USB cable from the computer.
2. Restart the computer.
3. Insert the printer software CD in the computer's CD/DVD drive, then follow the onscreen instructions to install the printer software. Do not connect the USB cable until you are told to do so.
4. After the installation finishes, restart the computer.

Windows XP, and Windows Vista are U.S. registered trademarks of Microsoft Corporation. Windows 7 is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries.

## Mac

### If you are unable to print a test page:

1. If your printer is connected to your computer with a USB cable, make sure the cable connections are secure.
2. Make sure the printer is powered on. The  [On button] will be lit green.

### Check your print queue:

1. In **System Preferences**, click **Print & Fax**.
2. Click the **Open Print Queue** button.
3. Click a print job to select it.
4. Use the following buttons to manage the print job:
  - **Delete:** Cancel the selected print job.
  - **Resume:** Continue a paused print job.
5. If you made any changes, try to print again.

### Restart and reset:

1. Restart the computer.
2. Reset the printer.
  - a. Turn off the printer and unplug the power cord.
  - b. Wait a minute, then plug the power cord back in and turn on the printer.

### If you are still unable to print, uninstall and reinstall the software:

**Note:** The uninstaller removes all of the HP software components that are specific to the device. The uninstaller does not remove components that are shared by other products or programs.

#### To uninstall the software:

1. Disconnect the HP product from your computer.
2. Open the Applications: Hewlett-Packard folder.
3. Double-click **HP Uninstaller**. Follow the onscreen instructions.

#### To install the software:

1. Connect the USB cable.
2. Insert the HP software CD into your computer's CD/DVD drive.
3. On the desktop, open the CD and then double-click **HP Installer**.
4. Follow the onscreen and the printed setup instructions that came with the HP product.

# Wireless network troubleshooting

## The printer cannot be found during software installation

If the HP software is unable to find your printer on your wireless network during software installation, go to the HP Wireless Printing Center at [www.hp.com/go/wirelessprinting](http://www.hp.com/go/wirelessprinting) for troubleshooting help. The Wireless Printing Center has a Network Diagnostic Utility (for Windows only) that can help diagnose and solve your wireless printing problems. You can also try the following troubleshooting steps.

### Wireless connections

**1:** Determine if the product is connected to the network by pressing the Wireless button. If the printer has been idle, you may need to press the wireless button twice to display the wireless menu.

If the printer is connected, you will see the IP address (for example, 192.168.0.3) on the printer display. If the printer is not connected, you will see **Not Connected** on the printer display. From the printer display, select **Print Reports**, then select **Wireless Test** or **Configuration** to print the reports. The wireless network test report will display the diagnostic results for the status of the wireless network, wireless signal strength, detected networks, and more. The network configuration page will display the network status, host name, network name, and more.

**2:** If you determined in Step 1 that the product is not connected to a network and this is the first time you are installing the software, insert the printer software CD and then follow the onscreen instructions.

### If the device is unable to join your network, check for these common issues:

- **You might have picked the wrong network or typed in your network name (SSID) incorrectly.** Check and make sure that you enter the same SSID as the computer is using.
- **You might have typed in your wireless password (WPA passphrase or WEP key) incorrectly** (if you are using encryption). **Note:** If the network name or the wireless password are not found automatically during installation, and if you don't know them, you can download an application from [www.hp.com/go/networksetup](http://www.hp.com/go/networksetup) that might help you locate them. This application works for only Windows Internet Explorer and is only available in English.
- **You might have a router problem.** Try restarting both the product and the router by turning off the power for each of them, and then on again.

# Wireless network troubleshooting

3: Check for and resolve the following possible conditions:

- **Your computer might not be connected to your network.** Make sure that the computer is connected to the same network to which the HP Deskjet is connected. If you are connected wirelessly, for example, it is possible that your computer is connected to a neighbor's network by mistake.
- **Your computer might be connected to a Virtual Private Network (VPN).** Temporarily disable the VPN before proceeding with the installation. Being connected to a VPN is like being on a different network; you will need to disconnect the VPN to access the product over the home network.
- **Security software might be causing problems.** Security software installed on your computer is designed to protect your computer against threats that can come from outside your home network. A security software suite can contain different types of software such as an anti-virus, anti-spyware, firewall and child protection applications. Firewalls can block communication between devices connected on the home network and can cause problems when using devices like network printers and scanners. A quick troubleshooting technique is to disable your firewall and check if the problem goes away.  
Problems that you might see include:
  - The printer cannot be found over the network when installing the printer software.
  - You suddenly cannot print to the printer even though you could the day before.
  - The printer shows that it is OFFLINE in the **printer and faxes** folder.
  - The software shows the printer status is "disconnected" even though the printer is connected to the network.
  - If you have an All-in-One, some functions work, like print, and others don't, like scan.
- Sometimes, cycling the power will recover a network communication issue. Turn off the router, printer, and computer, and then turn them back on in this order: router first, then the printer, and finally the computer.

If you are still having wireless printing problems go to the Wireless Print Center at [www.hp.com/go/wirelessprinting](http://www.hp.com/go/wirelessprinting). The Wireless Printing Center has a Network Diagnostic Utility (for Windows only) that can help diagnose and solve your wireless printing problems.

## Tips for using security software:

- If your firewall has a setting called **trusted zone**, use it when your computer is connected to your home network.
- Keep your firewall up to date. Many security software vendors provide updates which correct known issues.
- If your firewall has a setting to **not show alert messages**, you should disable it. When installing the HP software and using the HP printer, you may see alert messages from your firewall software. You should allow any HP software which causes an alert. The alert message may provide options to **allow**, **permit**, or **unblock**. Also, if the alert has a **remember this action** or **create a rule for this** selection, make sure and select it. This is how the firewall learns what can be trusted on your home network.

# HP printer limited warranty statement

HP product	Duration of limited warranty
Software Media	90 days
Printer	1 year
Print or Ink cartridges	Until the HP ink is depleted or the "end of warranty" date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Printheads (only applies to products with customer replaceable printheads)	1 year
Accessories	90 days

## A. Extent of limited warranty

1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be interrupted or error free.
3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
  - a. Improper maintenance or modification;
  - b. Software, media, parts, or supplies not provided or supported by HP;
  - c. Operation outside the product's specifications;
  - d. Unauthorized modification or misuse.
4. For HP printer products, the use of a non-HP cartridge or a refilled cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
10. HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

## B. Limitations of warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

## C. Limitations of liability

1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

## D. Local law

1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
  - a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
  - b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
  - c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
3. THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.